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WESTERN DISTRICT OF MICHIGAN  
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**1:10-cv-405**

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14 **UNITED STATES DISTRICT COURT**  
15 **WESTERN DISTRICT OF MICHIGAN**

16  
17 NANCY KINDER, individually and on  
18 behalf of all others similarly situated,

19 Plaintiff,

20 vs.

21 NORTHWESTERN BANK,

22 Defendant.

Case No.

**CLASS ACTION COMPLAINT**

**DEMAND FOR JURY TRIAL**

23  
24  
25 Now comes NANCY KINDER ("Plaintiff"), on behalf of herself and all  
26 others similarly situated and alleges as follows:  
27  
28

## INTRODUCTION

1. Plaintiff brings this action individually and on behalf of all others similarly situated against Defendant Northwestern Bank alleging violations of the Electronic Fund Transfer Act, 15 U.S.C. § 1693 *et seq.* and its implementing regulations 12 C.F.R. § 205 *et seq.* (hereinafter referred to collectively as the “EFTA”).

2. The Congressional findings and declaration of purpose regarding the EFTA are as follows:

### (a) Rights and liabilities undefined

The Congress finds that the use of electronic systems to transfer funds provides the potential for substantial benefits to consumers. However, due to the unique characteristics of such systems, the application of existing consumer protection legislation is unclear, leaving the rights and liabilities of consumers, financial institutions and intermediaries in electronic fund transfers undefined.

### (b) Purposes

It is the purpose of this subchapter to provide a basic framework establishing the rights, liabilities, and responsibilities of participants in electronic fund transfer systems. The primary objective of this subchapter, however, is the provision of individual consumer rights.

15 U.S.C. § 1693.

3. Among other things, the EFTA imposes certain disclosure requirements upon operators of automated teller machines (“ATMs”).

4. 15 U.S.C. § 1693b(d)(3)(A) requires any ATM operator who imposes fees on consumers in connection with electronic fund transfers to provide notice of the fact that the fee is being imposed and the amount of the fee.<sup>1</sup>

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<sup>1</sup> “Electronic fund transfer” is defined as “any transfer of funds, other than a transaction originated by check, draft, or similar paper instrument, which is initiated through an electronic terminal, telephonic instrument, or computer or magnetic tape so as to order, instruct, or authorize a financial institution to debit or credit an account. Such term includes, but is not limited to, point-of-sale transfers, automated teller machine transactions, direct deposits or withdrawals of funds, and transfers initiated by telephone....” 15 U.S.C. § 1693a(6).

5. 15 U.S.C. § 1693b(d)(3)(B) identifies the location where the required notice must be posted as follows:

(B) Notice requirements

(i) On the machine

The notice required under clause (i) of subparagraph (A) with respect to any fee described in such paragraph shall be posted in a prominent and conspicuous location on or at the automated teller machine at which the electronic fund transfer is initiated by the consumer.

(ii) On the screen

The notice required under clauses (i) and (ii) subparagraph (A) with respect to any fee described in such subparagraph shall appear on the screen of the automated teller machine, or on a paper notice issued from such machine, after the transaction is initiated and before the consumer is irrevocably committed to completing the transaction....

6. The relevant implementing regulation, 12 C.F.R. § 205.16(c) reinforces EFTA's statutory posting requirement, mandating that the mandatory fee notice: 1) be posted in a "prominent and conspicuous location" on or at the ATM machine; and 2) "on the screen of the automated teller machine or by providing it on paper, before the consumer is committed to paying the fee." 12 C.F.R. § 205.16(c)(1) and (2).

7. 15 U.S.C. § 1693b(d)(3)(C), and its implementing regulation, 12 C.F.R. 205.16(e), prohibit ATM operators from imposing a fee on a consumer unless EFTA's notice and posting requirements are followed by the ATM operator.

8. Specifically, 15 U.S.C. § 1693b(d)(3)(C) states, in relevant part:

(C) Prohibition on fees not properly disclosed and explicitly assumed by the consumer

No fee may be imposed by any automated teller machine operator in connection with any electronic fund transfer initiated by a consumer for which a notice is required under subparagraph (A), unless—

(i) The consumer receives such notice in accordance with subparagraph

(B)...

**JURISDICTION AND VENUE**

9. This Court has federal question jurisdiction pursuant to 28 U.S.C. § 1331 and 15 U.S.C. § 1693 *et. seq.*

10. Plaintiff's claims asserted herein arose in this judicial district and Defendant is the operator of ATMs in this judicial district.

11. Venue in this judicial district is proper under 28 U.S.C. § 1391(b) and (c) and 1400(a) in that this is the judicial district in which a substantial part of the acts and omissions giving rise to the claims occurred.

**PARTIES**

12. Plaintiff, Nancy Kinder, is and at all times relevant hereto was a resident of Fowlerville, Livingston County, Michigan.

13. Defendant, Northwestern Bank is headquartered at 625 S. Garfield Avenue, Traverse City, MI 49686.

14. Defendant is an automated teller machine operator, as that term is defined by 12 C.F.R. § 205.16(a) which states: "Automated teller machine operator means any person that operates an automated teller machine at which a consumer initiates an electronic fund transfer or a balance inquiry and that does not hold the account to or from which the transfer is made, or about which the inquiry is made."

**FACTS RELATED TO PLAINTIFF'S TRANSACTION**

15. Specifically, Plaintiff made a cash withdrawal from Defendant's ATM at the following locations:

- (a) On or about July 29, 2009 Plaintiff made an electronic fund transfer at Defendant's ATM at 1573 N. Mitchell Road (PO Box 639), Cadillac, Michigan. Defendant charged Plaintiff a fee of \$3.00 in connection with the above-described transaction.
- (b) On or about July 29, 2009 Plaintiff made an electronic fund transfer at Defendant's ATM at 4000 Main Street, Bay Harbor, Michigan. Defendant charged Plaintiff a fee of \$3.00 in connection with the above-described transaction.
- (c) On or about August 6, 2009 Plaintiff made an electronic fund transfer at Defendant's ATM at 5213 Houghton Lake Drive,



1 Houghton Lake, Michigan. Defendant charged Plaintiff a fee of  
2 \$3.00 in connection with the above-described transaction.

3 (d) On or about August 6, 2009 Plaintiff made an electronic fund  
4 transfer at Defendant's ATM at 223 South Cedar Street,  
Kalkaska, Michigan. Defendant charged Plaintiff a fee of \$3.00  
in connection with the above-described transaction.

5 (e) On or about August 6, 2009 Plaintiff made an electronic fund  
6 transfer at Defendant's ATM at 5300 US 31 North (PO Box  
1643), Acme, Michigan. Defendant charged Plaintiff a fee of  
\$3.00 in connection with the above-described transaction.

7 (f) On or about August 6, 2009 Plaintiff made an electronic fund  
8 transfer at Defendant's ATM at 6353 US 31 North (inside  
Tom's Food Market), Williamsburg, Michigan. Defendant  
9 charged Plaintiff a fee of \$3.00 in connection with the above-  
described transaction.

10 (g) On or about August 6, 2009 Plaintiff made an electronic fund  
11 transfer at Defendant's ATM at 625 South Garfield Avenue (Po  
Box 809), Traverse City, Michigan. Defendant charged Plaintiff  
12 a fee of \$3.00 in connection with the above-described  
transaction.

13 (h) On or about August 6, 2009 Plaintiff made an electronic fund  
14 transfer at Defendant's ATM at 203 South Union (PO Box 809),  
Traverse City, Michigan. Defendant charged Plaintiff a fee of  
15 \$3.00 in connection with the above-described transaction.

16 (i) On or about August 6, 2009 Plaintiff made an electronic fund  
17 transfer at Defendant's ATM at 613 West 14<sup>th</sup> Street (PO Box  
809), Traverse City, Michigan. Defendant charged Plaintiff a  
fee of \$3.00 in connection with the above-described transaction.

18 (j) On or about March 18, 2010 Plaintiff made an electronic fund  
19 transfer at Defendant's ATM at 2112 M-137, Interlochen,  
Michigan. Defendant charged Plaintiff a fee of \$3.50 in  
20 connection with the above-described transaction.

21 (k) On or about March 18, 2010 Plaintiff made an electronic fund  
22 transfer at Defendant's ATM at 101 Court Street, Ludington,  
Michigan. Defendant charged Plaintiff a fee of \$3.00 in  
23 connection with the above-described transaction.

24 (l) On or about March 18, 2010 Plaintiff made an electronic fund  
25 transfer at Defendant's ATM at 3965 West US 10-31,  
Ludington, Michigan. Defendant charged Plaintiff a fee of  
\$3.00 in connection with the above-described transaction.

26 (m) On or about March 18, 2010 Plaintiff made an electronic fund  
27 transfer at Defendant's ATM at 325 West US 10-31, Manistee,  
Michigan. Defendant charged Plaintiff a fee of \$3.00 in  
28 connection with the above-described transaction.

1 (n) On or about March 18, 2010 Plaintiff made an electronic fund  
2 transfer at Defendant's ATM at 4128 US Highway 31 South  
3 (inside Glen's Grocery Store), Traverse City, Michigan.  
Defendant charged Plaintiff a fee of \$3.50 in connection with  
the above-described transaction.

4 (o) On or about March 18, 2010 Plaintiff made an electronic fund  
5 transfer at Defendant's ATM at 4205 US 31 South, Traverse  
6 City, Michigan. Defendant charged Plaintiff a fee of \$3.00 in  
connection with the above-described transaction.

7 16. At the time of the above-described electronic transaction, Plaintiff did  
8 not maintain any accounts with Defendant.

9 17. However, at the time of the above-described transaction, there was no  
10 notice posted "on or at" the ATM operated by Defendant apprising consumers that  
11 a fee would be charged for use of the ATM.

12 18. Because Defendant did not post the required notice, it was not  
13 permitted to charge a usage fee to Plaintiff and other class members.

#### 14 **CLASS ACTION ALLEGATIONS**

15 19. Plaintiff brings this class action on behalf of herself and all other  
16 similarly situated pursuant to Rules 23(a) and 23(b) of the Federal Rules of Civil  
17 Procedure.

18 20. Plaintiff seeks to represent a class of persons to be defined as follows:

19 All persons who: 1) where charged a "terminal owner fee" at an  
20 ATM operated by Defendant when such persons made an electronic  
21 fund transfer and/or balance inquiry where, 2) no notice indicating  
that such fee was to be charged was posted on the outside of the ATM  
machine.

22 21. Numerosity: The class described above is so numerous that joinder of  
23 all individual members in one action would be impracticable. The disposition of  
24 the individual claims of the respective class members through this class action will  
benefit both the parties and this Court.

25 22. Plaintiff is informed and believes, and thereon alleges, that there are at  
26 minimum, thousands of members of the class described above.  
27  
28

23. The exact size of the class and the identities of the individual members thereof are ascertainable through Defendant's records.

24. Members of the class may be notified of the pendency of this action by techniques and forms commonly used in class actions, such as by published notice, e-mail notice, website notices, first class mail, or combinations thereof, or by other methods suitable to this class and deemed necessary and/or appropriate by this Court.

25. Typicality: Plaintiff's claims are typical of the claims of the members of the class. The claims of the Plaintiff and members of the class are based on the same legal theories and arise from the same unlawful and willful conduct.

26. Plaintiff and members of the class were each consumers who used an ATM machine operated by Defendant to make an electronic fund transfer or balance inquiry and were charged a terminal owner fee, notwithstanding that the posting providing notice of the fee required by EFTA "on or at" Defendant's terminals was not present.

27. Common Questions of Fact and Law: There is a well-defined community of interest and common questions of fact and law affecting members of the class.

28. The questions of fact and law common to the class predominate over questions which may affect individual members and include the following:

- a. Whether, under 15 U.S.C. § 1693b(d)(3)(A) and 12 C.F.R. 205.16, Defendant was, at all relevant times, an automated teller machine operator that imposed a fee on consumers for providing host electronic fund transfer services to those consumers;
- b. Whether Defendant complied with the notice requirements of 15 U.S.C. § 1693(d)(3)(B) and 12 C.F.R. 205.16; and,
- c. Whether Plaintiff and members of the class are entitled to statutory damages, costs and/or attorneys' fees for Defendant's acts and conduct.

29. Adequacy of Representations: Plaintiff is an adequate representative of the class because her interests do not conflict with the interests of the members



1 of the class. Plaintiff will fairly, adequately, and vigorously represent and protect  
2 the interests of the members of the class and has no interests antagonistic to the  
3 members of the class. Plaintiff has retained counsel who is competent and  
4 experienced in the prosecution of class action litigation.

5 30. Superiority: A class action is superior to other available means for the  
6 fair and efficient adjudication of the claims of the class. While the aggregate  
7 damages which may be awarded to the members of the class are likely to be  
8 substantial, the damages suffered by the individual members of the class are  
9 relatively small. As a result, the expense and burden of individual litigation makes  
10 it economically infeasible and procedurally impracticable for each member of the  
11 class to individually seek redress for the wrongs done to them. Plaintiff does not  
12 know of any other litigation concerning this controversy already commenced by or  
13 against any member of the class. The likelihood of the individual members of the  
14 class prosecuting separate claims is remote. Individualized litigation would also  
15 present the potential for varying, inconsistent, or contradictory judgments, and  
16 would increase the delay and expense to all parties and the court system resulting  
17 from multiple trials of the same factual issues. In contrast, the conduct of this  
18 matter as a class action presents fewer management difficulties, conserves the  
19 resources of the parties and the court system, and would protect the rights of each  
20 member of the class. Plaintiff knows of no difficulty to be encountered in the  
21 management of this action that would preclude its maintenance as a class action.

#### 22 SUBSTANTIVE VIOLATION

23 31. 15 U.S.C. § 1693b(d)(3)(A) provides that as a prerequisite to  
24 imposition of a usage fee upon a consumer for host transfer services, an automated  
25 teller machine operator must provide notice to the consumer consistent with  
26 subparagraph (B) of that statutory section.

27 32. Subparagraph (B) of 15 U.S.C. § 1693(d)(3) provides in relevant part:

28 (B) Notice requirements



1 (i) On the machine

2 The notice required under clause (i) of subparagraph (A) with respect  
3 to any fee described in such subparagraph shall be posted in a  
4 prominent and conspicuous location on or at the automated teller  
machine at which the electronic fund transfer is initiated by the  
consumer.

5 33. In turn, subparagraph (c) of 15 U.S.C. § 1693b(d)(3) states, in relevant  
6 part:

7 (C) Prohibition on fees not properly disclosed and explicitly assumed by the  
8 consumer

9 No fee may be imposed by any automated teller machine operator in  
10 connection with any electronic fund transfer initiated by a consumer  
for which a notice is required under subparagraph (A), unless—

11 (i) The consumer receives such notice in accordance with subparagraph  
12 (B)...

13 34. EFTA's statutory notice requirements are reinforced by the  
14 implementing regulations set forth at 12 C.F.R. § 205.16.

15 35. Defendant violated the notice requirements of EFTA in connection  
16 with providing host transfer services to Plaintiff and the Class.

17 36. Defendant was prohibited from imposing any usage fee or similar fee  
18 for providing host transfer services because it failed to comply with EFTA's notice  
19 requirements.

20 37. 15 U.S.C. § 1693m provides that Defendant shall be liable to Plaintiff  
21 and Class for violations of 15 U.S.C. § 1693 *et seq.* in the amount of, *inter alia*,  
22 statutory damages to be determined by the Court, the costs of this action and  
23 reasonable attorneys' fees.

24 38. Plaintiff seeks the imposition of statutory damages, costs of suit and  
25 attorneys' fees.

26  
27 **PRAYER FOR RELIEF**

28 WHEREFORE, Plaintiff, on behalf of herself and the members of the class,

1 prays for:

- 2 a. An order certifying the class and appointing Plaintiff as the  
3 representative of the class, and appointing counsel for Plaintiff  
4 as counsel for the class;  
5 b. An award to Plaintiff and the members of the class of statutory  
6 damages;  
7 c. Payment of costs of suit; and,  
8 d. Payment of reasonably attorneys' fees.

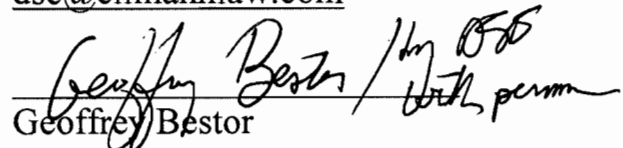
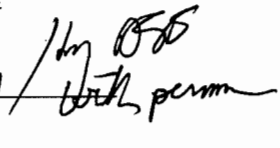
8 **A TRIAL BY JURY IS DEMANDED.**

9 Dated: April 22, 2010

Respectfully submitted,

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11 \_\_\_\_\_

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